

Privacy Policy

Issue No: 4, Date: July 2014

Previous Version 3.2, Date: May 2010

Revised and Approved by: Tony Kluytmans

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The Australian Academy of Vocational Education and Trades Pty Ltd t/as Academia International complies by way of this Privacy Policy with the following Acts and Legislation regarding privacy:

- Privacy Act 1988 (The Act) including Schedule 1—Australian Privacy Principles
- The ESOS Act 2000 (ESOS)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007)
- Schedule 1A of the Higher Education Support Act 2003 (HESA)

The Act and HESA requires Academia International to ensure its practices adhere and comply with the Information Privacy Principles as included on Attachment A of this policy.

Purpose:

The purposes of this Policy are to:

- establish responsible collection and handling of Personal Information or VET Personal Information by Academia International;
- give Individuals a right to access and obtain a copy of the information about them which is held by Academia International; and
- provide a complaints procedure for investigation and rectification of breaches of this Privacy Policy;
- ensure that Academia International complies with the Australian Privacy Principles.

Scope:

“Individual”:

A natural person

An Individual may be regarded under this policy as:

“Prospective Student”:

An Individual who is making an enquiry regarding Academia International’s training and assessment services and/or seeking admission into a VET course of study.

“Enrolled Student”:

An Individual that has been given admission by Academia International into a VET course of study that has either commenced or will commence in the future.

“VET FEE-HELP Student”:

An Enrolled Student who has applied for VET FEE-HELP assistance.

“Graduate Student”:

An Individual that has completed their training and assessment services from Academia International having received a qualification or statement of attainment.

“Prospective Employee”:

An Individual that has responded to an advertised employment position via newspaper or internet or registered interest in gaining employment through the Academia International website www.academia21.com.

“Employee”:

An Individual that has an employment contract with Academia International for their services.

“Website visitor”:

An Individual that is browsing Academia International's website at www.academia21.com for information, without having lodged any requests for further information.

“Client/Model”:

An Individual that is receiving, or has received, Hairdressing or Beauty Therapy treatments as a model for assessment purposes of an Enrolled Student, or as a paying customer in an Academia International Salon.

“Personal Information” is:

Information or an opinion that is recorded in any form and whether true or not, about an Individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

“VET Personal Information” is:

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an Individual whose identity is apparent, or can reasonably be ascertained from the information or opinion; and

Information obtained or created by an employee of Academia International (which includes a person who performs services for or on behalf of Academia International) for the purposes of VET FEE-HELP assistance and repayment of HELP loans under Schedule 1A of the Higher Education Support Act 2003 (HESA).

This policy does not apply to information about corporations.

Policy Statements:

Consistent with the Australian Privacy Principles set out in the Privacy Act 1988 (included in Attachment A), Academia International will ensure that:

- Appropriate information and record storage arrangements are in place;
- Security arrangements are in place for all records containing Personal Information and VET Personal Information;
- Access to an Individual's personal information is provided at no cost;

- Records are accurate, up-to-date and not misleading;
- Where a record is found to be inaccurate, the correction is made;
- Where an Individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of such a request for amendment are noted on the record;
- Personal Information and VET Personal Information is only used for the purposes for which it was collected or for other purposes as required by State or Federal legislation;
- 'Personal Information' and 'VET Personal Information' is only disclosed in accordance with the Information Privacy Principles.

Personal Information and VET Personal Information held by Academia International:

Information about an Individual will be collected and held by Academia International for Primary and Secondary purposes. The Personal Information and VET Personal Information may be disclosed to another organisation in certain circumstances as set out in the table below, or as required by law:

<i>Individual</i>	<i>Personal Information collected and held</i>	<i>Purpose</i>	<i>Information Disclosed</i>
Prospective Student	Personal details, name, gender, date of birth, address and contact details (telephone and/or email address).	Primary: To identify and contact the Individual interested in studying courses at Academia International.	None, unless required to do so under law
	Courses of interest, academic history, evidence of English Language test results/certificates (International Students only)	Primary: Assess Prospective Students suitability against course entry requirements. Information allows Academia International to issue a valid offer of course placement.	

<i>Individual</i>	<i>Personal Information collected and held</i>	<i>Purpose</i>	<i>Information Disclosed</i>
Enrolled Student	Personal details, name, gender, date of birth, address and contact details (telephone and/or email address)	<p>Primary: To identify and contact the Individual registered as studying courses at Academia International.</p> <p>Secondary: Notify these Individuals of importance news and events related to Academia International, via email, SMS or mail outs</p>	<p>Any Enrolled Student: Where relevant, information is collected and disclosed to appropriate bodies to determine and verify students' previous qualifications, individual welfare needs, and credit ratings.</p> <p>Student Visa Holders only: The information provided by international students may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, to tell the Department about: certain changes to their enrolment; and personal and contact details; and any suspected breach of a student visa condition</p>
	academic history, evidence of English Language test results/certificates (International Students only)	<p>Primary: Hold on file evidence that a valid offer of course placement was issued to the student</p>	
	Passport, CoE and visa grant numbers (International Students only)	<p>Primary: Responsible under ESOS to hold this information</p>	
	Courses, modules, units, assessment outcomes academic progress attendance/participation rates	<p>Primary: Ability to assess, monitor and record outcome for the student. Ability to issue qualifications and/or statements of attainment</p>	
	File notes	<p>Primary: Ability to record relevant information about student welfare, financial transactions, counselling,</p>	

		warnings issued and general comments about students' participation and activities in training and assessment.	
VET FEE-HELP Student	Tax file number	Primary: For the purpose of accruing debt to the Commonwealth Government of Australia under the VET FEE-HELP loan scheme	The Australian Taxation Office (ATO)
	Commonwealth Higher Education Student Support Number (CHESSN)	Primary: Entitlement to Commonwealth assistance under Schedule 1A of the Higher Education Support Act 2003	Department of Education, Employment and Workplace Relations (DEEWR)

<i>Individual</i>	<i>Personal Information collected and held</i>	<i>Purpose</i>	<i>Information Disclosed</i>
Graduate Student	Personal Information gathered while an 'Enrolled Student'	Primary: Ability to identify Graduate Students upon re-enrolment	None, unless required to do so under law
	Academic outcome – qualification and/or statement of attainment issued.	Primary: Required under the AQTF2007 to hold this information for a period of no less than 30 years to allow for the re-issue of qualifications upon request by the Graduate Student.	
<i>Individual</i>	<i>Personal Information collected and held</i>	<i>Purpose</i>	<i>Information Disclosed</i>
Prospective Employee	Name, address, contact details (phone and/or email address), C.V, copies of qualifications	Primary: Ability to identify and contact prospective employee for the purpose of	None, unless required to do so under law

		<p>conducting job interviews in response to Job Advertisements.</p> <p>Secondary: Reference prospective employee records for future employment opportunities after initial application; or when emailed in via website academia21.com</p>	
Individual	Personal Information collected and held	Purpose	Information Disclosed
Employee	Personal information gathered while 'Prospective Employee'; and Tax file number, superannuation membership, employment contract, file notes, performance appraisals	<p>Primary: Legally identify the Individual for the purpose of contractual obligations.</p> <p>Compliance with legislative requirements, taxation, education (including verification of qualifications and experience when audited), superannuation.</p>	<p>Australian Taxation Office</p> <p>Superannuation company (as selected by the Employee)</p> <p>Other government departments when requested under law</p>
Individual	Personal Information collected and held	Purpose	Information Disclosed
Website visitor	Non-identifiable information is collected via our website technologies through Cookies and Javascript, e.g browser, operating system, click count, time spent per page	<p>Primary: Identify popular areas of our website and make those easier to use.</p> <p>Search Engine Optimisation</p>	None
Individual	Personal Information collected and held	Purpose	Information Disclosed
Client/Model	General Hairdressing Service: Name (usually first name only) and phone number	<p>Primary: Ability to identify the client/model at appointment time. Ability to contact</p>	None, unless required to do so under law

		client/model to confirm appointments (e.g missed appointments)
	Hairdressing Chemical Service: Name, address and contact phone number	Primary: Ability to identify models/clients whom have received chemical treatments
	Beauty Therapy Service/Treatment: Name, address and contact phone number	Primary: Ability to identify models/clients whom have receive services or treatments and signed indemnity forms

Requests for access to, a copy of and correction of personal information:

Requests for personal information that is held by Academia International and how that information is used or disclosed may be made in writing as per the contact details below.

Enrolled Students have access to their personal information and academic outcomes via the Student Resource Centre portal available from www.academia21.com. This system is available 24 hours per day, seven days per week.

Individuals may also request to view or obtain a copy of their Personal Information or VET Personal Information by contacting the Student Services

Contact Details:

Student Services, Academia International

Level 4, 152 Elizabeth St

MELBOURNE VIC 3000

AUSTRALIA

PH: 613 9671 4755

eMail: StudentServices@academia21.com

Upon receipt of requests to access personal information by Individuals defined in this policy the following procedure takes place:

1. The Student Services acknowledges receipt of the request and arranges a date and time for the Individual to meet with Student Services to view the contents of their personal file.
2. At this meeting, Student Services will invite the Individual to view any electronic database records containing their Personal Information or VET Personal Information.
3. The Individual signs and dates the *Personal Information/VET Personal Information Access* form. A copy of this form is then provided to the Individual and original held on file.
4. If a copy of their Personal Information or VET Personal Information is requested a copy is compiled for the Individual in hard copy. The hard copy file will then be supplied via post or in person as requested by the Individual.

The hard copy file will be supplied within ten [10] working days from receipt of the request.

5. Correction: if an Individual who has accessed or obtained a copy of their Personal Information or VET Personal Information requires this information to be corrected steps 6 and 7 take place.
6. The Individual will request changes to be made, either by post or in person to the Student Services using the contact details provided in this Policy. The Student Services will then proceed with step 7.
7. Within five [5] working days of receipt of the request provided at step 6, the Student Services will arrange for the changes required to be made in all systems where this Personal Information or VET Personal Information may be stored. Where a record is found to be inaccurate, a correction will be made. Where an Individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Complaint handling:

Individuals who believe that Academia International has breached their privacy under this Policy may lodge a complaint as per the *Grievance Policy and Procedure* located on Academia International's website or in the *Student Information Handbook*.

Publication:

This Policy will be published in Academia International's website (www.academia21.com).

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Summary of Australian Privacy Principles

Reproduced from <http://www.oaic.gov.au/privacy/privacy-resources/privacy-guides/app-quick-reference-tool>

For private sector organisations, Australian Government and Norfolk Island agencies covered by the [*Privacy Act 1988*](#).

APP 1 — Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 — Anonymity and pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 — Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 — Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

APP 5 — Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 — Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 — Cross-border disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 — Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP 10 — Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 — Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 — Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.